



**F E D E R A L
S T U D E N T A I D**
We Help Put America Through School

**FSA Modernization Partner
Enterprise Application Integration
(EAI)
Core Release 3.0**

**EAI Application Maintenance Services Report
March 2002**

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1 Introduction

1.1 Summary

The EAI team provides maintenance support for application teams after the rollout of the application interface. This report documents the application interface maintenance services provided by the EAI Release 3.0 team including software upgrades and issue troubleshooting and resolution. This report will define the services rendered during the month of March 2002.

2 EAI Interfaces

EAI Interfaces maintained during this period include:

Ombudsman- National Student Loan Data System (NSLDS)

The Ombudsman's newly developed Siebel system has been added to the EAI architecture. This system, which is designed to track borrower complaints, is linked to the National Student Loan Database System (NSLDS). The Ombudsman system provides borrower social security numbers to NSLDS and in return receives information regarding all loans disbursed to that borrower.

Post-secondary Education Participant System (PEPS)- eCampus Based (eCB)

This interface transfers schools eligibility data from the Post-secondary Education Participant System (PEPS) to eCampus Based (eCB).

Direct Loan Servicing System (DLSS)-eServicing

The Direct Loan Servicing System (DLSS) tracks loans received from the booking process, through the in-school period, and through payoff from either the borrower or the Department of Education (defaulted loan).

3 Issue Resolution Matrix

The issue resolution matrix contains a list of numbered issues, their description, date, impact and resolution for interfaces deployed in March 2002.